GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1627
ANSWERED ON:26.07.2017
Redressal of Consumer Grievances
Rajoria Dr. Manoj

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government has made provisions for proper redressal of consumer grievances relating to mobile, landline and internet services;

(b) if so, the details thereof and if not, the reasons therefor;

(c) whether the Government has laid down quality standards/benchmarks for the service providers; and

(d) if so, the details thereof and if not, the reasons therefor?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) Yes, Madam.

(b) Telecom Regulatory Authority of India (TRAI) has laid down the framework for redressal of complaints of telecom consumers through "Telecom Consumers Complaints Redressal Regulations, 2012".The Regulation provides for a two tier Complaint redressal mechanism of Complaint Centre and Appellate Authority, to be run by all the Telecom Service Providers (TSPs).

Telecom consumers, who are not Satisfied with the grievance redressal mechanism of TSPs, can also lodge their grievance to Department of Telecommunications (DoT) either online through Public Grievances portal of Government of India or offline through phone, Fax, by post.

(c) & (d) Yes, TRAI has laid down the Quality of Service Standards for Basic Telephone Service, Cellular Mobile Service, Broadband Service and Wireless Data Service through Quality of Service Regulation issued from time to time.

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